



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Yates City Telephone Company**  
**Fairpoint Communications / Yates City Telephone Company**  
**for quarter ending September 30, 2006**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.60	3.32	3.06	3.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.80	5.50	4.70	5.33
C. Repair Office Answer Time [730.510(b)(1)]	18.50	21.00	17.80	19.10
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.90	12.20	12.20	11.77
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.64	4.13	1.26	2.34
H. Percent Repeat Trouble Reports [730.545(c)]	13.00%	5.00%	17.00%	12.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

The company total amount of trouble was 42 and thus, created a large % when only 3 of these were repeat trouble.



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